

FCC Report 43-05
ARMIS SERVICE QUALITY REPORT

COMPANY: XXXXXXXXXXXXXXXX
STUDY AREA: XXXXXXXXXXXXXXXX
PERIOD: From mmm yyyy To mmm yyyy
COSA: XXXX

Approved by OMB
3060-0395
Expires 09/30/1998
XXXX Version
TABLE I
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TABLE I - INSTALLATION AND REPAIR INTERVALS
(Interexchange Access)

ROW	CLASSIFICATION	COLUMN		
		Switched Access	Special Access	
			High Speed Special Access	All Special Access
		(aa)	(ab)	(ac)

INSTALLATION INTERVALS:

0110	# Total Number of Orders or Circuits		N/A	
0111	# Missed for Customer Reasons (MCR)		N/A	
0112	% Commitments Met		N/A	
0114	Average Interval (in days)		N/A	

REPAIR INTERVALS:

0120	# Total Trouble Reports			
0121	Average Interval (in hours)			

Legend:

indicates items that are not dollars or percents

% indicates items to be entered as a percent

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TABLE II
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TABLE II - INSTALLATION AND REPAIR INTERVALS
(Local Service)

ROW	CLASSIFICATION	COLUMN					
		Residence			Business		
		MSA	Non-MSA	Total	MSA	Non-MSA	Total
		(ad)	(ae)	(af)	(ag)	(ah)	(ai)

INSTALLATION INTERVALS:

0130	# Installation Orders						
0131	# Missed/Cust. Reasons (MCR)						
0132	% Commitments Met						
0134	Average Interval (in days)						

REPAIR INTERVALS:

0140	# Total Access Lines						
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INITIAL TROUBLE REPORTS:

0141	# Init. Trouble Reports						
0144	# Out-of-Svc. Trbl. Rpts.						
0145	Out-of-Svc. Rpr. Intvl. (in hours)						
0146	# All Other Trbl. Rpts.						
0147	All Other Rpr. Intvl. (in hours)						
0160	# Subsequent-Initial Trbl. Rpts.						

REPEAT TROUBLE REPORTS:

0142	# Repeat Trouble Reports						
0148	# Out-of-Svc. Trbl. Rpts.						
0149	Out-of-Svc. Rpr. Intvl. (in hours)						
0150	# All Other Trbl. Rpts.						
0151	All Other Rpr. Intvl. (in hours)						
0170	# Subsequent-Repeat Trbl. Rpts.						

NO TROUBLE FOUND:

0143	# Total No Trouble Found						
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Legend:

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TABLE III
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TABLE III - COMMON TRUNK BLOCKAGE

ROW	CLASSIFICATION	COLUMN
		Annual
		(ak)
0180	# Total Trunk Groups	
0181	# Groups Measured	
0185	# FGD Groups Exceeding Threshold 3 Mos.	
0186	# Other Groups Exceeding Threshold 3 Mos.	
0187	# FGD Groups Exceeding Threshold 1 Mo.	
0188	# Other Groups Exceeding Threshold 1 Mo.	
0189	# FGD Groups Exceeding DBO 3 Mos.	
0190	# Other Groups Exceeding DBO 3 Mos.	

Legend:

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TABLE IV
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TABLE IV - TOTAL SWITCH DOWNTIME

ROW	CLASSIFICATION	COLUMN					
		Total Number	Switches With	Total Switch	Incidents Under 2 Minutes		
		Switches	Downtime	Downtime	Total	Unscheduled	% Unscheduled
		(an)	(ao)	(ap)	(aq)	(ar)	(as)

0200	MSA						
0201	Non-MSA						
0210	Switches Under 1000 Lines						
0211	Switches 1000-4999 Lines						
0212	Switches 5000-9999 Lines						
0213	Switches 10000-19999 Lines						
0214	Switches 20000 or More Lines						

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TABLE IV-A
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TABLE IV-A - OCCURRENCES OF TWO MINUTES OR MORE DURATION DOWNTIME

ROW	Cause	CLLI Code	Access Lines	MSA	Duration	Date	Time
	(t)	(u)	(v)	(w)	(x)	(y)	(z)

0220							
0221							

319							
341							
342							

1040							

*** Denotes a continuation of rows.

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TABLE V - SERVICE QUALITY COMPLAINTS

ROW	CLASSIFICATION	COLUMN		
		Total	MSA	Non-MSA
		(da)	(db)	(dc)
0320	# Business Access Lines			
0321	# Federal Complaints-Business			
0322	# State Complaints-Business			
0330	# Residential Access Lines			
0331	# Federal Complaints-Residence			
0332	# State Complaints-Residence			

Legend:

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